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Date: 13<sup>th</sup> May 2016

Dear Ms Taylor,  
**By email**

**Freedom of Information Act – Request for Information**  
**Our Reference: FOI 1621**

Thank you for your Freedom of Information request received on 23rd April 2016. You asked:

*I would be grateful if you would please provide the most recent version of the DWP's Overpayment Recovery Guide for Employment Support Allowance or similar document if it has been renamed. This gives decision makers guidance on how to deal with recovery of benefit overpayments.*

*Please also confirm whether there have been any changes to the guidance as a result of the introduction of Mandatory Reconsiderations and give details if there are any.*

The Overpayment Recovery Guide has been replaced by the attached Benefit Overpayment Recovery Guide (BORG). This is the published version. However it is currently in the process of being updated.

The second attached document ("Draft BORG") is the latest iteration of the update and contains specific guidance on Mandatory Reconsiderations. As this has not yet been published it may be subject to change and should be treated with caution.

The attached guidance is intended for use by DWP Debt Management staff only, whose job is to recover overpayments of benefit. They are not overpayment decision makers as in October 2012 the overpayment decision making process reverted entirely to DWP Operations e.g. the Pension Service.

Yours sincerely,

**Fraud, Error and Debt Strategy and Policy Team**

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk) or by writing to DWP, Central FoI Team, Caxton House, 6-12 Tothill Street, London. SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)